



### PROBLEM RESOLUTION

Did you have any problems or difficulties during your DCL vacation?  Yes  No

If yes, did you tell anyone about the problem?  Yes  No

If you reported the problem, how would you rate the manner in which it was handled?

Very Good     Just Okay     Poor    
 Excellent     Good     N/A

In what area was your problem?

#### FOOD AND BEVERAGE

- Service
- Food quality
- Dining time
- Table assignment
- Beverage service

#### TRANSPORTATION

- Airport to hotel
- Hotel to cruise terminal
- Airport to cruise terminal

#### YOUTH AREAS

- "It's a small world" nursery
- Oceaneer Club / Lab
- Edge
- Vibe

#### CASTAWAY CAY

- Excursion
- Experience / Activities
- Transportation

#### GENERAL

- Characters
- Crew
- Entertainment
- Guest Services desk
- Health Center - Medical Care
- Laundry
- Luggage - damaged
- Luggage - delivery
- Onboard account
- Onboard Airline Check-In
- Onboard merchandise
- Photography
- Pool area
- Reservations (stateroom assignment)
- Port Adventures reservation process
- Port Adventures experience
- Stateroom
- Spa & Salon

Please give a brief description of your problem.

### GUEST INFORMATION

Where do you live?

If inside the United States

- OAK  OCO  OHI  OKS  OME  OMT  ONJ  OOK  OSD  OVT
- OAL  OCT  OIA  OKY  OMI  ONC  ONM  OOR  OTN  OWA
- OAR  ODE  OID  OLA  OMN  OND  ONV  OPA  OTX  OWI
- OAZ  OFL  OIL  OMA  OMO  ONE  ONY  ORI  OUT  OWV
- OCA  OGA  OIN  OMD  OMS  ONH  OOH  OSC  OVA  OWY
- ODC  OPR

If outside the United States

- Argentina  Colombia  United Kingdom
- Australia  Japan  Venezuela
- Brazil  Mexico  Other International
- Canada  Spain

Did your immediate sailing party include any children under 18?  Yes  No

Did your immediate sailing party occupy more than one stateroom?  Yes  No

Have you ever taken a multi-day cruise with another cruise line (other than DCL)?  Yes  No

Including this cruise, how many DCL cruises have you taken?  
 This is my first DCL cruise     2     3     4     5+

On which Disney ships have you previously sailed, if any?

- Disney Magic®
- Disney Wonder®
- Disney Dream®
- Disney Fantasy®

Definitely Will Not  
 Probably Will Not  
 Undecided  
 Probably Will  
 Definitely Will

Will you recommend a DCL vacation to a friend or relative?

How likely are you to take another Disney Cruise Line vacation in the next 5 years?

Are you a Disney Cast Member?  Yes  No

Are you a member of Disney Vacation Club?  Yes  No

Are there any Crew Members who made your cruise experience particularly magical?

Did you feel pressured to provide only "Excellent" ratings?  Yes  No

area below reserved for cruise line use

|           |                       |                       |                       |                                  |                       |                                  |                                  |                       |                                  |                       |    |
|-----------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|----------------------------------|----------------------------------|-----------------------|----------------------------------|-----------------------|----|
|           | 0                     | 1                     | 2                     | 3                                | 4                     | 5                                | 6                                | 7                     | 8                                | 9                     | NC |
| 1st Digit | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |    |
| 2nd       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> | 30 |
| 3rd       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> | MA |
| 4th       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |    |
|           | 0                     | 1                     | 2                     | 3                                | 4                     | 5                                | 6                                | 7                     | 8                                | 9                     |    |

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# Disney MAGIC

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Dear Disney Cruise Line Guest,

We are delighted to have had you as our Guest onboard and hope your cruise experience was both magical and memorable.

Our goal is to provide you with an amazing and unique cruise experience that only Disney can create. To that end, your feedback is of vital importance to us.

Please take a moment and let us know how we are doing. Kindly complete this questionnaire and deposit it in any of the collection boxes located at breakfast or the gangway.

Thank you for taking the time to help us.

Best Regards,

Officers, Staff, and Crew of  
 Disney Cruise Line

### DIRECTIONS

Please darken the appropriate space completely with blue or black pen.

Example:

Errors? please correct as shown:

PLEASE OPEN TO BEGIN

## OVERALL CRUISE EXPERIENCE

|  |                           |                          |                       |                       |                       |                       |
|--|---------------------------|--------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Thinking only about this ship and your experience on this cruise:                          | Excellent                 | Very Good                | Good                  | Just Okay             | Poor                  | N/A                   |
| How would you rate your overall cruise experience?   | <input type="radio"/>     | <input type="radio"/>    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| How would you rate your DCL vacation based upon price paid for quality and value received? | <input type="radio"/>     | <input type="radio"/>    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| How would you rate the weather on your cruise?   | <input type="radio"/>     | <input type="radio"/>    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Did the motion of the ship negatively impact the experience for anyone in your party?      | <input type="radio"/> Yes | <input type="radio"/> No |                       |                       |                       |                       |
| Overall experience in ports of call  | <input type="radio"/>     | <input type="radio"/>    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## CREW MEMBERS

|                               |                       |                       |                       |                       |                       |                       |
|-------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Overall experience with Crew  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Friendliness / Courtesy of... |                       |                       |                       |                       |                       |                       |
| Staff at Guest Services desk  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Stateroom host/ess            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Dining service team           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cabanas staff                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Bar servers                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Palo server                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Youth Counselors              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Onboard Port Adventures staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Onboard Merchandise staff     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Spa & Salon staff             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Photography staff             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Helpfulness of onboard Guest Services staff

## YOUR STATEROOM

Cleanliness of stateroom during your stay

Everything in working order and good repair

Please indicate which, if any, aspects of your stateroom were not in working order or good repair (darken all that apply)

|   |   |                                      |
|---|---|--------------------------------------|
| <input type="radio"/> Door keys         | <input type="radio"/> Air conditioner       | <input type="radio"/> Bed / Mattress |
| <input type="radio"/> Closet            | <input type="radio"/> Electrical appliances | <input type="radio"/> Toilet         |
| <input type="radio"/> Safe              | <input type="radio"/> Electrical outlets    | <input type="radio"/> Shower / Tub   |
| <input type="radio"/> Stateroom noise   | <input type="radio"/> Lighting              | <input type="radio"/> Digital clock  |
| <input type="radio"/> Stateroom odor    | <input type="radio"/> Telephone             | <input type="radio"/> Hair dryer     |
| <input type="radio"/> TV                | <input type="radio"/> Wave phone            | <input type="radio"/> Other          |
| <input type="radio"/> TV remote control | <input type="radio"/> Verandah door         |                                      |

area below reserved for cruise line use



DCLMA-V30-1

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## ABOUT THE SHIP

|  |                       |                       |                       |                       |                       |                       |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Overall appearance and upkeep of the ship            | Excellent             | Very Good             | Good                  | Just Okay             | Poor                  | N/A                   |
| Cleanliness of outdoor deck areas                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall experience with pool towel service           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cleanliness of inside public areas                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cleanliness of public restrooms onboard              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Public restrooms in working order                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ease of finding your way around the ship             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to know / find out what's going on           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Comfort level with the number of guests onboard      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall experience with the DCL Navigator mobile app | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Availability of information in my preferred language | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## ENTERTAINMENT AND ACTIVITIES

|                                      |                       |                       |                       |                       |                       |                       |
|--------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Overall entertainment experience     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall enjoyment of ...             |                       |                       |                       |                       |                       |                       |
| Tangled: The Musical                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Twice Charmed                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Disney Dreams - An Enchanted Classic | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Be Our Guest                         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Adventures Away deck party           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Pirates IN the Caribbean deck party  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

|  |                       |                       |                       |                       |                       |                       |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Overall character experience   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Enjoyment of variety acts (magician, ventriloquist, comedian, etc.)              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Enjoyment of live musicians  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall enjoyment of events and activities...                                    |                       |                       |                       |                       |                       |                       |
| for families   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| for adults   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall experience with "Cruise Staff"   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| How would the children in your party rate the fun and enjoyment of their cruise? |                       |                       |                       |                       |                       |                       |
| Pre-school aged  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Elementary school aged   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Middle / Junior High school aged   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| High school aged   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## DINING AND SHOPPING

|   |                       |                       |                       |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| OVERALL   | Excellent             | Very Good             | Good                  | Just Okay             | Poor                  | N/A                   |
| Overall dining experience in the three main restaurants | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Animator's Palate food quality                          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Lumière's food quality                                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Carioca's food quality                                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**EVENING DINING ROTATION**  
Which dinner seating did you have?  First  Second  
To which restaurant were you assigned on the first night

Animator's Palate  Lumière's  Carioca's

**Dining table number** For example: Table 5 would be  First digit           Second digit

Did you dine in Palo?  Yes  No  
Palo food quality

Cabanas food quality

Quick-service food quality (Pete's Boiler Bites, Daisy's de Lites, Pinocchio's Pizzeria)

Promptness / Efficiency of service of quick-service food

Promptness / Efficiency of room service

Promptness / Efficiency of bar service team

Overall experience with onboard merchandise staff

Helpfulness of onboard merchandise staff

Variety / Assortment of onboard merchandise

Variety / Assortment of duty-free merchandise

## CASTAWAY CAY

Overall Castaway Cay experience (if visited)

Upkeep and cleanliness of Castaway Cay

Food quality of Cookie's BBQ

Promptness / Efficiency of service at Cookie's BBQ